

OFFICIAL



NSW Police Force

Agency Information Guide



NSW Police Force



OFFICIAL

Document Control Sheet

Document Properties

Title	NSW Police Force Agency Information Guide
Subject	Agency Information Guide
Command responsible	InfoLink, Office of the General Counsel
Authorisation	Commissioner's Executive Team
Security Classification/Protective Markings	OFFICIAL
Publication date	July 2026
Current version number	0.2
Review date	June 2027
Document RMS number	D/2026/1000793
Linked RMS number	D/2026/953135
Copyright statement	Copyright of this document is vested in the Commissioner of Police © 2026
Suitable for Public Disclosure	YES

Modification History

Version #	Version Approval Date	Author/Position	Summary of changes
0.1	07/2025	Manager, Advisory & Education, InfoLink	Consolidation of information currently held on external website and creation of document with updated information post review.
0.2	07/2026	Coordinator, InfoLink	Minor updates in alignment with feedback received on the Agency Information Guide.

Contents

Document Control Sheet	2
Background and Purpose	4
About the NSW Police Force	4
Functions	4
Effect of functions on the public.....	5
How to provide Feedback to NSW Police Force.....	5
Public participation in policy development.....	6
Information Holdings.....	7
Open Access Information	7
Policy Documents.....	8
Accessing NSW Police Force Information	9
Information which may not be requested or disclosed	9
Processing and Decision making process	10
GIPA Act Fees and Charges.....	10
Review Rights	11
Information and Privacy Commission	11
Register of Contracts.....	11
NSW Police Force Tenders.....	11
Information tabled in Parliament	11

Background and Purpose

Under the **Government Information (Public Access) (GIPA) Act 2009** (GIPA Act) each NSW Government department and agency is required to publish an Agency Information Guide (AIG). The information in this guide describes the structure and functions of the NSW Police Force, how these functions affect the public, how the public can participate in the NSW Police Force's policy formulation and how members of the public can access this information.

The GIPA Act provides a legally enforceable right to access most government held information, unless there is an overriding public interest against disclosure.

This AIG has been developed to promote the objects of the GIPA Act to open government information to the public to maintain and advance a system of responsible and representative democratic government. This AIG provides general information about:

- NSW Police Force's structure
- The ways in which the NSW Police Force's functions affect members of the public
- How members of the public can engage with the NSW Police Force and specific arrangements in place which enable members of the public to participate in the formulation of policies and exercise of NSW Police Force's functions.
- The kinds of information held by NSW Police Force
- How the government held information is, or will be made available to the public
- The kinds of government information NSW Police Force makes or will make available free of charge as well as those kinds of information for which a charge is (or will be) imposed.

This AIG is reviewed regularly and at least every 12 months.

About the NSW Police Force

The NSW Police Force is headed by the **Commissioner of Police**. The structure of the NSW Police Force Senior Executive Service is determined by the Minister for Police. The Deputy Commissioners of Field Operations - Metropolitan, Field Operations - Regional, Investigations and Counter - Terrorism and Corporate Services report directly to the Commissioner of Police.

View the **NSW Police Force Organisational Structure**.

Functions

The mission of the NSW Police Force as set out in the ***Police Act 1990***, is to work with the community to reduce violence, crime and fear. The NSW Police Force aims to protect the community and property by:

- Preventing, detecting and investigating crime
- Monitoring and promoting road safety
- Maintaining social order
- Performing and coordinating emergency and rescue operations

The purpose of the NSW Police Force is to work with the community to reduce crime and violence and improve public safety. The bulk of policing work is done by operational police at Police Area Commands (PACs) and Police Districts (PDs). Depending on their location and demographics, PACs and PD's can often have different demands placed upon them. Police work closely with their local community to tailor policing response to the needs of that community. You can locate your nearest Police Station by searching NSW Police Force Regions, Commands and Districts page found **here**.

Specialist commands compliment local police. They provide further services that, at times, are required by PACs/PDs to provide the community with the best possible policing response. Strike forces are formed when resources are needed to be concentrated on a particular crime or crime type such as drugs, murder or other organised crime.

Additional information and a breakdown of the NSW Police Force organisational units can be found **here**.

The **Annual Report** contains further information concerning the operations and financial affairs of the NSW Police Force.

Effect of functions on the public

The functions of the NSW Police Force have an effect on members of the public through the provision of services. These services include providing police services to New South Wales and by exercising its other functions conferred on it by the **Police Act 1990** or any other Act. The NSW Police Force is committed to providing and maintaining responsive and meaningful customer service to both the community and staff.

Public interactions with NSW Police Includes law enforcement activities such as reporting crime, arrests and investigations, administrative processes such as licences and clearances, access to information and provision of support services.

The NSW Police Force will exercise its functions in an ethical manner including:

- Preventing, detecting and investigating crime,
- Monitoring and promoting road safety
- Maintaining social order, including coordination of counter-terrorist preparedness,
- Performing and coordinating emergency and rescue operations, subject to the **State Emergency and Rescue Management Act 1989** and to the **Essential Services Act 1988**
- Adhering to the **Privacy and Personal Information Protection Act 1988** and the **Health Records and Information Privacy Act 2002**. The NSW Police Force Privacy management plan can be found **here**.

The NSW Police Force maintain a Code of Conduct and Statement of values that underpins the conduct of all NSW Police Force employees and how they are judged by the community. NSW Police Force Code of Conduct and Ethics policies are available **here**.

How to provide Feedback to NSW Police Force

The NSW Police Force's mission is to work together with the community to establish a safer environment through the reduction of violence, crime and fear and provide the highest level of police service to our community.

Feedback from members of the community is valuable and helps improve the quality of the service NSW Police Force offer.

There are a number of ways to provide feedback and engage with the NSW Police Force including;

- By contacting the NSW Police Force **Customer Assistance Unit**
- Lodging a complaint **online** or in person at your local police station

You may also visit your **local police station** to try and resolve the less serious complaints such as those involving rudeness or poor customer service. Often the most effective and timely approach for resolving customer service matters is to talk to us.

The public can also monitor NSW Police Force news and media releases via our website **here** or our latest posts on **X (formally Twitter)**.

More information on providing feedback to NSW Police Force can be found **here**.

Public participation in policy development

The NSW Police Force produces a range of policy documents that impact on how police officers work with a range of communities on specific and general issues. These policies and guidelines are designed to raise community awareness of policing functions and accountabilities as well as to build the skills of police officers to understand and apply appropriate responses to community needs around crime prevention, reduction and safety. It is therefore important that community views and needs inform the content of such policies, where appropriate.

There are a number of strategies in place to ensure that this happens, including:

- **Tailored consultations with service providers and communities:** Both as routine practice and in response to emerging issues and/or specific policy projects, the NSW Police Force will design consultations with communities to ensure they have the opportunity to influence NSW Police Force responses. Most of the corporate policies and operational guidelines that focus on specific community groups are developed by Capability, Performance & Youth Command. The processes for developing these include identified and targeted consultation strategies to make sure those stakeholders who are affected by the policies and guidelines inform their content as far as practicable.
- **Corporate advisory Councils:** A number of standing advisory Councils have been established to ensure that community views and emerging issues feed directly into systemic policy and operational planning. These include the Police Aboriginal Strategic Advisory Council and , the Police Multicultural Advisory Council.
- **Local advisory councils, inter-agencies and forums:** Police Area Commands and Police Districts host and/or participate in a variety of local forums that allow them to hear community views and needs and factor them into local operational planning. These include Community Safety Precinct Committees, Police Aboriginal Consultative Committees and other forums especially established to address specific community concerns. They also participate in inter-agency forums designed to exchange information about emerging issues and good practice such as the Community Relations Commission Regional Advisory Councils. Communities have access to these forums where their views and needs regarding police responsiveness can be raised and considered by the NSW Police Force.
- **Participation in NSW Police Force policy development:** Members of the public can contact the Customer Assistance Unit on 1800 622 571 or by email to **customerassistance@police.nsw.gov.au** to raise issues that are then referred to relevant business units for consideration in the formulation of policy and programs responses to communities and operational practice. Comments may also be submitted by post addressed to:

The Commissioner of Police
Police Headquarters,
Locked Bag 5102,
Parramatta NSW 2124

Information Holdings

The NSW Police Force holds a broad range of information across its operational and corporate functions. Key categories of information held include:

Operational Information and Services

- Investigation records, including police reports, statements, and evidentiary material
- Operational data, including crime statistics and policing activity data
- Safety records, including work health and safety documentation and incident reports

Corporate Information and Administration

- Policy and procedural documents relating to operational and administrative functions
- Corporate records, including strategic plans and organisational management information
- Financial and procurement records
- Personnel and human resource records

Legal and Regulatory Information

- Legal records, including warrants, court briefs, and related documentation
- Memorandums of Understanding, including formal agreements and partnership arrangements with other government agencies and jurisdictions

Property and Asset Information

- Property records, including information relating to police facilities, assets, procurement, and tendering activities

Access to this information may be available through open access, informal release, or formal application under the GIPA Act, depending on the nature of the information and applicable legal considerations.

Open Access Information

The NSW Police Force is an open, transparent and accountable government agency. We are committed to keeping the community informed by releasing information that is relevant and of interest to the community on a regular basis. Such information that is readily available forms part of our proactive release strategy and is available free of charge. Information of Interest to community can be found [here](#).

Key categories of information available include:

Community Information and Services

- Crime Statistics and data relating to crime detection by or reported to NSW Police Force is available in BOCSAR's **Crime Mapping Tool** and **NSW Police Activity Dashboard**.
- **Missing Persons**
- **Most Wanted Persons**
- **Rewards Offered**
- **Police Station locations**

Corporate Information and Publications

- **Publications and Corporate Information** including Annual Reports

- **Policies and procedures**
- **Disclosure log**
- **Supplier Register**

Organisational Information

- **NSW Police Force Organisational Structure**
- **NSW Police Force History**
- **NSW Police Force Remembrance**
- **Awards and honours**
- **NSW Police Band**

Operational and Regulatory Information

- **Firearms Registry Performance and Data Reports**
- **Open data publications**
- **External Research**

Careers and Recruitment

- **Recruitment information**
- **Career transition program**

Media and Public Updates

- **News and media releases**

NSW Police Force determines the publication of information with consideration to public interest, demand of information and legislative obligations.

Policy Documents

The NSW Police Force has published a number of **policies and procedures** that may be of interest to members of the public free of charge.

The list of policy documents held is regularly reviewed and assessed. Some policy documents are not made publicly available on the basis of there being an overriding public interest against their disclosure. Those policies are listed **here**.

The NSW Police Force also maintains a disclosure log of decisions made in response to an application under the GIPA Act that may be of interest to other members of the public.

The NSW Police Force's Disclosure Log provides details of:

- The date the application was decided;
- A copy of, or description of, the information to which access was provided;
- A statement as to whether the information is now available to other members of the public, and
- How the information can be accessed.

You can access the Disclosure log **here**. Access to documents held on the Disclosure log is free of charge.

Accessing NSW Police Force Information

If you are unable to find the information that you are looking for in any of the options provided in this AIG, you may wish to request the information via the informal or formal (GIPA Act) pathways.

Informal Pathway

The GIPA Act authorises the release of government information in response to an informal request unless there is an overriding public interest against disclosure (see s 8 of the GIPA Act). While an agency is not required to consider an informal request for information, the NSW Police Force does so where it is considered appropriate in the circumstances.

If information is released via the informal pathway, conditions may be applied to use of the information. Informal requests are not covered by the same legislative provisions as formal application. The period in which they must be decided is not limited by statutory timeframes, nor do review rights apply where the outcome of the request is not acceptable to the requestor.

Formal Pathway

Access to NSW Police Force information may be considered through lodgement of an application via the NSW Police Force Community Portal **Information Access Application (GIPA Act)**.

The access application must:

- Be in writing and addressed to the NSW Police Force
- Clearly state that the applicant is requesting information under the GIPA Act
- Be accompanied by a \$30 application fee
- Include the applicant's name, an email address or return postal address for correspondence regarding the application
- Include such information as is reasonably necessary to enable the government information that is being requested to be identified.

If the application does not meet any of the above criteria, it will be invalid and the application will not be processed. However, in order to help the applicant make a valid application, NSW Police Force will contact the applicant to provide advice and assistance.

Information which may not be requested or disclosed

An access application cannot be made for information specifically excluded under **Schedule 2** of the GIPA Act.

Schedule 1 of the GIPA Act sets out specific categories of information that although an application can be lodged for access, there is a legislative presumption against release of the information in response to a GIPAA application. The list of categories is set out at Schedule 1 of the GIPA Act, however the typical categories that apply to NSW Police Force held information include:

- Information the disclosure of which is subject to secrecy laws
- Cabinet information
- Contempt
- Legal professional privilege
- Documents affecting law enforcement and public safety including documents created by:
 - State Intelligence Command
 - Counter terrorism Command
 - Special Tactics Command
 - State Crime Command

Further information about an individual's right to access information can be found by visiting the **Information and Privacy Commissioner NSW website**.

Processing and Decision-making process

Upon receiving a valid application under the GIPA Act, the NSW Police Force will contact the applicant and acknowledge the application within 5 working days of receipt. At this time, applicants will also be advised of the decision due date and the name of the Information Review Officer processing the request.

The Review Officer may request further information from the applicant during the processing period in order to clarify the scope of the request and to assist in ensuring that reasonable searches for documents within the scope of the request can be made.

When considering whether to release information under the GIPA Act, s 5 of the Act provides that there is a presumption in favour of disclosure of government information unless there is an overriding public interest against disclosure of the information.

The NSW Police Force applies the public interest test which is set out at s 13 of the GIPA Act. If there are applicable public interest considerations **against** disclosure of government information and those considerations **outweigh** the public interest considerations in favour of disclosing the information, there is an overriding public interest against disclosure and the decision maker will refuse to disclose that information.

The NSW Police Force will make a decision on whether to grant or refuse access to the information sought. The decision (Notice of decision) will be provided to the applicant by the decision due date.

The decision will include an explanation of the searches conducted by NSW Police Force when processing the request and provide reasoning as to why a decision was made to refuse access (if any).

Note: The NSW Police Force does not use Artificial Intelligence (AI) or Automated Decision-Making (ADM) systems to determine applications or requests for access to information. Such decisions are made by authorised officers exercising independent judgment in accordance with applicable legislative and policy requirements.

GIPA Act Fees and Charges

Apart from the initial application of \$30.00 to lodge an application, s 64 of the GIPA Act sets out when an agency can impose a charge to deal with an access application.

If a processing fee is imposed to process a request, NSW Police Force may notify the applicant in writing to advise them of the estimated cost to process the request and any advance deposit that will need to be paid in order to continue to process the application.

Processing charges may apply where large volumes of information are requested, extensive searches are required across multiple systems, third-party consultation is necessary, significant review or redaction is required, or archived records must be retrieved.

A processing charge of \$30.00 per hour may apply to process a request for non-personal information (the application fee of \$30.00 will cover the first hour of processing). However, there is no charge for the first 20 hours of processing a request if the applicant is seeking access to their own personal information.

A reduction of processing fees may be available if the information requested is of special benefit to the public or on the basis of financial hardship grounds.

Review Rights

The Notice of decision, provided to the applicant, will include an explanation of the searches conducted by NSW Police Force when processing the request and provide reasoning as to why a decision was made to refuse access.

If an applicant disagrees with a delegated decision maker's decision, the decision includes information and contact details on how the applicant can seek a merits review of the decision in response to their access application.

Further information on review rights can be found on the **Information and Privacy Commission website**.

Information and Privacy Commission

The Information and Privacy Commission NSW promotes and protects information access rights in NSW and provides information, advice, assistance and training for agencies and individuals on information access matters. Further information can be found on the **Information and Privacy Commission website**.

Register of Contracts

NSW Police Force is required to keep a **register** of government contracts that record information about each contract that has or is likely to have a value of \$150,000 or more. Details concerning all NSW Police Force contracts are maintained by **NSW e-Tendering**.

NSW Police Force Tenders

For information regarding NSW Police Force Tenders go to **NSW e-Tendering**. Tenders listed by specific agencies can be viewed using the list to the right of the NSW e-Tender homepage.

Information tabled in Parliament

The NSW Police Force is required to provide access to information about the agency that has been tabled in Parliament by or on behalf of the NSW Police Force. As such the following links are provided:

Tabled papers in Legislative Assembly

Tabled Papers in Legislative Council

Last updated: June 2026



NSW Police Force